



On-Demand Services ePlus Support Services





We Believe Time is of the Essence.



Superior IT
Solutions



IT Service
Excellence



Clear Business
Outcomes



Exceed Customer
Expectations



Customers tell us they need timely services that:

- + Offer **task-oriented engineering support** on a **time and material basis**
- + Can effectively **deploy technology rollouts** and **refreshes** globally
- + Provide a **single point of contact** for IT needs across the U.S.

ePlus On-Demand Services



RAPID RESPONSE

to meet your needs quickly with a single point of contact



SIMPLE TERMS

for easy engagement



LOCAL ENGINEERING

with a global presence

Speed Time to Market with ePlus On-Demand Services

MAC Services

- Moves/adds/changes on all communication systems and components
- Includes servers, routers, switches, operating systems, IP voice and video

Deployments

- Staging and deployments
- Customized rollouts or refreshes across multiple sites



Structured Cabling

- For a flexible, well-designed platform on which to build your overall information system

Call Center

- 1-800 call center number for ordering and support

Case Study: Animal Healthcare

+ National Veterinarian Hospital Network

- Based in Southern California, leading provider of pet healthcare services in the country

+ Business Challenge: Providing Wireless Services to 700+ free-standing veterinary hospitals

Wireless Site Survey and Post-Survey Remediation

WIRELESS SITE SURVEYS

- Existing ePlus customer in need of local IT support across the country
- On-boarded as a Support Services customer, allows them to use ePlus dispatch services
- Request for dispatch for Wireless Site Survey
- ePlus provides support and heat map for remediation

REMEDICATION DISCOVERED ISSUES

- Working with ePlus engineering to develop a solution
- Ordering of necessary equipment
- Dispatch to implement solution



Case Study: Government

+ State Government Agency

- Based in New England, provider of emergency communication services

+ Business Challenge: Ensuring Emergency Services Network stays operational 24/7

UPS Battery Installation and Replacement

DEPLOYMENT SERVICES

- Existing ePlus customer in need of local IT support across New England
- Scheduled rolling deployment for battery installations
- Hardware procurement through ePlus
- All resources meet state, local government screening requirements
- Deployment team picks up batteries at a centralized location
- Scheduled and managed installation
- Handled shipment returns to manufacturer for recycling





Why ePlus?

ePlus puts it **all** together to deliver leading On-Demand Services...

- + Industry-leading engineering expertise and support
- + Focused on business outcomes
- + High customer satisfaction rates

Your trusted IT services arm now and for the future



For more information about leveraging
ePlus On-Demand Services
to connect the dots between
IT investment and business outcomes,
contact us today.



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